

South Carolina Department of Health and Human Services

Broker Performance Report - Region 1 - Logisticare



Transportation Metrics	Performance Goal	July 2014 Prelim	August 2014 Prelim	September 2014 Prelim	SFY 2015 Q1 Totals	SFY 2015 Totals
Unduplicated Beneficiaries		6,969	7,139	36,301	50,409	50,409
Total trips provided by type of transportation		39,126	33,423	36,301	108,850	108,850
• Non-Emergency Ambulatory Sedan/Van Trips		27,410	24,078	26,308	77,796	77,796
• Wheelchair Trips		5,061	4,283	4,522	13,866	13,866
• Stretcher Trips		493	538	648	1,679	1,679
• Individual Transportation Gas Trip		5,792	4,182	4,394	14,368	14,368
• Non-Emergency Ambulance ALS		19	10	12	41	41
• Non-Emergency Ambulance BLS		39	26	47	112	112
• Public Transportation Bus Trip		312	306	370	988	988
Total Over Night Trips Arranged		12	13	22	47	47
Total Extra Passengers		5,046	4,678	4,537	14,261	14,261
• Number of Pickups On Time (A Leg)		14,048	12,950	13,532	40,530	40,530
• Number of Deliveries On Time (A Leg)		13,243	12,138	12,943	38,324	38,324
• Number of Trips Within Ride Time (All Trips)		31,433	29,235	30,748	91,416	91,416
• Percent of Pickups On Time (A Leg)	>= 90%	88.80%	87.70%	87.00%	87.83%	87.83%
• Percent of Deliveries On Time (A Leg)	>= 95%	84.10%	82.50%	83.30%	83.30%	83.30%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.90%	99.70%	99.80%	99.80%	99.80%
Actual number of calls *		115,937	115,263	128,298	359,498	359,498
• Average phone calls daily		5270	5,489	6,109	16,868	16,868
• Average Answer Speed	< 1:00	0:01:14	0:01:32	0:03:57	0:02:14	0:02:14
• Average Talk Time		0:02:49	0:02:47	0:02:57	0:02:51	0:02:51
• Average Time On Hold	<= 3:00	0:01:31	0:01:28	0:01:31	0:01:30	0:01:30
• Average time on hold before abandonment	< 1:30	0:01:28	0:01:41	0:03:05	0:02:05	0:02:05
• Average number of calls abandoned daily		325	359	1010	1,694	1,694
• Percentage of calls abandoned daily	< 5.0%	6.17%	6.54%	16.53%	9.75%	9.75%
Total number of complaints by type		1,486	1,451	1,503	4,440	4,440
• Provider No-Show		94	81	88	263	263
• Timeliness		843	822	898	2,563	2,563
• Other Stakeholders		515	512	465	1,492	1,492
• Call Center Operations		2	7	14	23	23
• Driver Behavior		10	8	7	25	25
• Provider Service Quality		5	7	5	17	17
• Miscellaneous		12	6	17	35	35
• Rider Injury / Incident		5	8	9	22	22
• Provider No-Shows as percentage of total trips	<= 0.25%	3.80%	4.34%	5.71%	4.62%	4.62%
• Complaints as percentage of total trips		3.80%	4.34%	4.14%	4.09%	4.09%
Total number of denials by type		1,523	1,487	1,418	4,428	4,428
• Non-Urgent / Under Days of Notice		332	302	400	1,034	1,034
• Non-Covered Service		210	201	191	602	602
• Ineligible For Transport		56	28	37	121	121
• Unable to Confirm Medical Appointment w/ Provider		132	148	91	371	371
• Does Not Meet Transportation Protocols		2	0	1	3	3
• Incomplete Information		693	721	606	2,020	2,020
• Needs Emergency Services		0	0	1	1	1
• Beneficiary Has Medicare Part B or Other Coverage		98	87	91	276	276
• Denials as percentage of total trips		3.89%	4.45%	3.91%	4.08%	4.08%

South Carolina Department of Health and Human Services

Broker Performance Report - Region 2 - Logisticare



Transportation Metrics	Performance Goal	July 2014 Prelim	August 2014 Prelim	September 2014 Prelim	SFY 2015 Q1 Totals	SFY 2015 Totals
Unduplicated Beneficiaries		10,994	11,047	11,285	33,326	33,326
Total trips provided by type of transportation		66,706	62,044	61,849	190,599	190,599
• Non-Emergency Ambulatory Sedan/Van Trips		51,126	48,407	48,278	147,811	147,811
• Wheelchair Trips		7,769	7,557	7,379	22,705	22,705
• Stretcher Trips		1,116	1,028	1,186	3,330	3,330
• Individual Transportation Gas Trip		6,529	4,893	4,854	16,276	16,276
• Non-Emergency Ambulance ALS		20	19	13	52	52
• Non-Emergency Ambulance BLS		40	19	28	87	87
• Public Transportation Bus Trip		106	121	111	338	338
Total Over Night Trips Arranged		36	30	26	92	92
Total Extra Passengers		8,387	8,353	7,592	24,332	24,332
• Number of Pickups On Time (A Leg)		26,435	25,200	24,838	76,473	76,473
• Number of Deliveries On Time (A Leg)		25,959	24,722	24,519	75,200	75,200
• Number of Trips Within Ride Time (All Trips)		58,985	56,287	56,142	171,414	171,414
• Percent of Pickups On Time (A Leg)	>= 90%	88.60%	88.60%	87.80%	88.33%	88.33%
• Percent of Deliveries On Time (A Leg)	>= 95%	87.10%	87.10%	86.80%	87.00%	87.00%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.60%	99.60%	99.60%	99.60%	99.60%
Actual number of calls *						
• Average phone calls daily						
• Average Answer Speed	< 1:00					
• Average Talk Time						
• Average Time On Hold	<= 3:00					
• Average time on hold before abandonment	< 1:30					
• Average number of calls abandoned daily						
• Percentage of calls abandoned daily	< 5.0%					
Total number of complaints by type		1,188	1,315	1,459	3,962	3,962
• Provider No-Show		115	120	133	368	368
• Timeliness		788	851	898	2,537	2,537
• Other Stakeholders		213	263	346	822	822
• Call Center Operations		4	9	15	28	28
• Driver Behavior		8	10	4	22	22
• Provider Service Quality		3	5	9	17	17
• Miscellaneous		35	43	36	114	114
• Rider Injury / Incident		22	14	18	54	54
• Provider No-Shows as percentage of total trips	<= 0.25%	0.17%	0.19%	0.22%	0.19%	0.19%
• Complaints as percentage of total trips		1.78%	2.12%	2.36%	2.09%	2.09%
Total number of denials by type		2,506	2,324	2,296	7,126	7,126
• Non-Urgent / Under Days of Notice		594	476	561	1,631	1,631
• Non-Covered Service		315	345	317	977	977
• Ineligible For Transport		51	50	49	150	150
• Unable to Confirm Medical Appointment w/ Provider		222	208	175	605	605
• Does Not Meet Transportation Protocols		3	1	4	8	8
• Incomplete Information		1,089	987	968	3,044	3,044
• Needs Emergency Services		3	5	5	13	13
• Beneficiary Has Medicare Part B or Other Coverage		229	252	217	698	698
• Denials as percentage of total trips		3.76%	3.75%	3.71%	3.74%	3.74%

* Call center data for Region 2 is included on the Region 1 report.

South Carolina Department of Health and Human Services

Broker Performance Report - Region 3 - Logisticare



Transportation Metrics	Performance Goal	July 2014 Prelim	August 2014 Prelim	September 2014 Prelim	SFY 2015 Q1 Totals	SFY 2015 Totals
Unduplicated Beneficiaries		10,379	10,480	10,675	31,534	31,534
Total trips provided by type of transportation		60,538	56,779	56,857	174,174	174,174
• Non-Emergency Ambulatory Sedan/Van Trips		46,101	43,618	43,924	133,643	133,643
• Wheelchair Trips		7,525	7,330	7,184	22,039	22,039
• Stretcher Trips		1,106	988	955	3,049	3,049
• Individual Transportation Gas Trip		5,482	4,520	4,489	14,491	14,491
• Non-Emergency Ambulance ALS		32	19	22	73	73
• Non-Emergency Ambulance BLS		42	32	41	115	115
• Public Transportation Bus Trip		250	272	242	764	764
Total Over Night Trips Arranged		29	44	37	110	110
Total Extra Passengers		8,051	7,734	7,598	23,383	23,383
• Number of Pickups On Time (A Leg)		24,318	23,427	23,588	71,333	71,333
• Number of Deliveries On Time (A Leg)		23,464	22,479	22,590	68,533	68,533
• Number of Trips Within Ride Time (All Trips)		53,165	51,708	51,578	156,451	156,451
• Percent of Pickups On Time (A Leg)	>= 90%	90.40%	89.80%	89.90%	90.03%	90.03%
• Percent of Deliveries On Time (A Leg)	>= 95%	87.50%	86.50%	86.30%	86.77%	86.77%
• Percent of Trips Within Ride Time (All Trips)	>= 99%	99.60%	99.60%	99.50%	99.57%	99.57%
Actual number of calls *						
• Average phone calls daily						
• Average Answer Speed	< 1:00					
• Average Talk Time						
• Average Time On Hold	<= 3:00					
• Average time on hold before abandonment	< 1:30					
• Average number of calls abandoned daily						
• Percentage of calls abandoned daily	< 5.0%					
Total number of complaints by type		978	1,110	1,397	3,485	3,485
• Provider No-Show		91	103	132	326	326
• Timeliness		673	793	975	2,441	2,441
• Other Stakeholders		157	156	223	536	536
• Call Center Operations		3	4	8	15	15
• Driver Behavior		8	10	13	31	31
• Provider Service Quality		13	8	6	27	27
• Miscellaneous		16	23	32	71	71
• Rider Injury / Incident		17	13	8	38	38
• Provider No-Shows as percentage of total trips	<= 0.25%	0.15%	0.18%	0.23%	0.19%	0.19%
• Complaints as percentage of total trips		1.62%	1.95%	2.46%	2.01%	2.01%
Total number of denials by type		2,609	2,291	2,226	7,126	7,126
• Non-Urgent / Under Days of Notice		555	467	559	1,581	1,581
• Non-Covered Service		324	304	286	914	914
• Ineligible For Transport		40	41	51	132	132
• Unable to Confirm Medical Appointment w/ Provider		191	197	151	539	539
• Does Not Meet Transportation Protocols		4	5	3	12	12
• Incomplete Information		1,193	1,047	955	3,195	3,195
• Needs Emergency Services		7	6	5	18	18
• Beneficiary Has Medicare Part B or Other Coverage		295	224	216	735	735
• Denials as percentage of total trips		4.31%	4.03%	3.92%	4.09%	4.09%

* Call center data for Region 3 is included on the Region 1 report.

TRIPS, DENIALS AND COMPLAINTS BY REGION - SOUTH CAROLINA
SFY 2015



	July 2014	August 2014	September 2014	October 2014	November 2014	December 2014	January 2015	February 2015	March 2015	April 2015
Region 1 - Logisticare										
Number of Trips	36,269	33,423	36,301							
Denials	1,523	1,487	1,418							
Complaints	1,486	1,451	1,503							
Region 2 - Logisticare										
Number of Trips	64,447	62,044	61,849							
Denials	2,506	2,324	2,296							
Complaints	1,188	1,315	1,459							
Region 3 - Logisticare										
Number of Trips	58,014	56,779	56,857							
Denials	2,609	2,291	2,226							
Complaints	978	1,110	1,397							
State Totals										
Number of Trips	158,730	152,246	155,007							
Denials	6,638	6,102	5,940							
Complaints	3,652	3,876	4,359							

TRIPS, DENIALS AND COMPLAINTS BY REGION - SOUTH CAROLINA
SFY 2014



	July 2013	August 2013	September 2013	October 2013	November 2013	December 2013	January 2014	February 2014	March 2014	April 2014
Region 1 - Logisticare										
Number of Trips	41,449	41,566	40,859	45,546	38,499	37,284	38,533	32,011	40,116	40,533
Denials	1,284	1,153	1,062	1,222	1,216	1,263	1,557	1,019	1,276	1,377
Complaints	732	769	859	1,094	863	699	755	760	651	1,011
Region 2 - Logisticare										
Number of Trips	60,698	62,438	59,998	66,840	55,987	55,852	57,109	50,011	62,203	62,666
Denials	2,036	1,887	1,867	2,083	1,925	2,000	2,387	1,807	1,996	2,066
Complaints	810	908	1,004	1,176	741	618	735	604	840	1,091
Region 3 - Logisticare										
Number of Trips	56,952	57,161	55,097	61,757	52,551	52,877	53,722	48,576	57,268	58,411
Denials	2,355	2,151	1,901	2,428	2,150	2,133	2,581	2,029	2,221	2,233
Complaints	806	728	679	901	709	601	496	502	684	791
State Totals										
Number of Trips	159,099	161,165	155,954	174,143	147,037	146,013	149,364	130,598	159,587	161,611
Denials	5,675	5,191	4,830	5,733	5,291	5,396	6,525	4,855	5,493	5,666
Complaints	2,348	2,405	2,542	3,171	2,313	1,918	1,986	1,866	2,175	2,891

Source: Logisticare Monthly Reports
File Name: Denials and Complaints by Region With Annual Totals SFY2014

Region 1

First Quarter SFY 2014 - 2015

July 2014 - September 2014

	Provider Type	Number of Trips	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)	Corrective Action Plan
GOAL			2%	99.81%	90.00%	95.00%	Yes/No
Provider #							
001	Private	5380	0.00%	100.00%	91.18%	90.18%	Yes
002	Ambulance	15	33.33%	100.00%			No
037	Ambulance	615	0.99%	100.00%	72.05%	72.68%	No
003	Ambulance	8257	51.95%	99.99%	94.33%	93.68%	Yes
005	Ambulance	3190	18.39%	99.91%	79.12%	88.50%	Yes
006	Ambulance	875	19.97%	100.00%	94.63%	89.85%	Yes
278	Private	1002	0.00%	100.00%	97.27%	96.73%	No
266	Commercial	3895	1.98%	99.98%	74.04%	68.80%	No
239	Commercial	629	15.26%	99.68%	86.13%	86.55%	No
246	Commercial	123	84.56%	99.33%	74.91%	65.63%	Yes
011	Transit	2629	3.47%	100.00%	94.08%	91.97%	Yes
284	Ambulance	5101	16.01%	99.56%	80.73%	71.10%	No
296	Commercial	1218	14.28%	99.41%	72.18%	79.85%	No
013	Commercial	2873	1.71%	99.83%	78.89%	69.11%	Yes
132	Commercial	149	53.84%	100.00%	81.58%	82.05%	No
129	Commercial	21011	7.40%	99.82%	87.39%	84.35%	Yes
014	Transit	2650	1.27%	100.00%	79.03%	88.94%	Yes
016	Ambulance	2505	30.36%	99.88%	82.19%	70.77%	Yes
017	Private	6744	0.00%	100.00%	69.98%	89.79%	Yes
032	Commercial	172	4.99%	100.00%	89.60%	93.26%	Yes
018	Ambulance	3359	13.36%	99.97%	82.47%	78.02%	Yes
233	Commercial	367	38.88%	98.15%	99.25%	99.25%	Yes
143	Commercial	2	0.00%	100.00%			Yes
019	Ambulance	4377	6.14%	99.98%	96.18%	84.23%	Yes
272	Commercial	3985	9.03%	99.63%	77.54%	58.98%	No
022	Commercial	13142	9.18%	99.88%	82.30%	79.04%	Yes
023	Commercial	4814	0.91%	99.92%	86.92%	81.86%	Yes
026	Commercial	36258	8.37%	99.87%	88.94%	83.14%	Yes
250	Commercial	1493	21.33%	99.87%	90.91%	88.59%	No
027	Transit	18276	3.65%	99.93%	79.56%	69.73%	Yes
028	Ambulance	94	7.54%	100.00%	85.65%	77.47%	No
029	Ambulance	44	24.46%	100.00%	42.86%	35.71%	Yes
287	Ambulance	2	0.00%	100.00%			No

	Exceeds Expectations	Meets Expectations	Needs Development	Unsatisfactory
Provider Complaint Free Percentage	99.82 - 100	= 99.81	99.80 - 99.71	= or <99.70
On Time Performance (A Leg PU)	> 90.0	= 90.0	80.1 - 89.9	= or < 80.00
On Time Performance (A Leg DO)	>95.0	= 95.0	85.1 - 94.9	= or <85.0

	Provider Type	Number of Trips	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)	Corrective Action Plan
GOAL			2%	99.81%	90.00%	95.00%	Yes/No
Provider #							
036	Commercial	226	122.21%	98.81%	100.00%	97.53%	No
289	Commercial	152	18.42%	99.34%	78.00%	64.00%	No
038	Commercial	2217	3.85%	100.00%	92.91%	96.48%	Yes
040	Transit	8994	6.17%	99.86%	74.72%	72.06%	Yes
043	Transit	2869	1.84%	99.91%	68.38%	66.45%	Yes
044	Ambulance	337	9.38%	100.00%	82.17%	68.64%	Yes
045	Commercial	18780	0.57%	99.95%	90.08%	90.16%	Yes
293	Ambulance	36	16.67%	100.00%			No
218	Commercial	813	18.31%	100.00%	94.74%	95.40%	Yes
048	Transit	5849	1.41%	99.95%	86.60%	90.09%	Yes
294	Private	184	13.59%	95.65%			No
052	Ambulance	4721	6.62%	99.96%	89.58%	92.39%	Yes
053	Private	4074	0.05%	100.00%	94.29%	96.32%	Yes
055	Commercial	5299	1.43%	100.00%	95.41%	94.71%	Yes
056	Ambulance	1811	18.72%	99.71%	69.87%	61.65%	Yes
254	Ambulance	109	6.65%	100.00%	50.00%	50.00%	No
264	Commercial	135	58.92%	97.90%	88.37%	86.05%	No
061	Commercial	7614	1.38%	99.83%	91.86%	89.75%	Yes
238	Commercial	806	25.09%	100.00%	94.46%	92.16%	Yes
062	Private	5022	0.00%	100.00%	92.15%	92.92%	Yes
068	Ambulance	299	4.13%	100.00%	79.07%	65.59%	Yes
285	Commercial	760	17.11%	99.34%	82.63%	70.66%	No
072	Commercial	4898	28.53%	100.00%	91.74%	91.05%	Yes
009	Commercial	1722	6.92%	99.77%	92.46%	89.75%	Yes
074	Private	2372	0.52%	100.00%	95.36%	92.37%	No
199	Commercial	3782	6.72%	99.97%	95.28%	97.04%	Yes
080	Transit	4681	4.29%	100.00%	90.40%	89.37%	Yes
084	Commercial	422	8.87%	99.81%	93.45%	95.48%	Yes
086	Transit	4052	6.46%	99.88%	71.70%	82.43%	Yes
087	Commercial	598	38.70%	100.00%	88.56%	90.41%	Yes
206	Private	772	0.00%	100.00%	89.16%	97.97%	No
089	Commercial	7578	10.86%	99.88%	83.18%	82.12%	Yes
090	Commercial	1187	0.78%	99.32%	89.63%	86.42%	No
092	Ambulance	1011	53.58%	99.89%	90.38%	76.71%	Yes
094	Private	10042	0.04%	100.00%	74.67%	81.71%	Yes
219	Commercial	3006	13.21%	99.97%	97.84%	96.89%	Yes
231	Commercial	1155	1.60%	100.00%	85.16%	82.22%	Yes
200	Private	2	0.00%	100.00%			No
096	Transit	6285	7.18%	99.98%	91.17%	85.71%	Yes
098	Ambulance	1622	11.28%	100.00%	96.73%	94.82%	No
111	Ambulance	36	12.73%	100.00%			No

	Provider Type	Number of Trips	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)	Corrective Action Plan
GOAL			2%	99.81%	90.00%	95.00%	Yes/No
Provider #							
113	Commercial	4769	14.08%	100.00%	87.63%	84.77%	Yes
298	Commercial	678	23.16%	99.83%	86.44%	86.20%	No
115	Ambulance	2058	6.74%	99.85%	99.26%	99.57%	Yes
270	Commercial	580	11.99%	99.83%	86.61%	84.29%	No
117	Commercial	1609	19.87%	99.94%	81.12%	67.66%	Yes
118	Transit	4312	0.79%	99.98%	87.65%	86.97%	Yes
279	Commercial	2512	2.43%	99.97%	92.77%	85.51%	No
212	Ambulance	2825	45.91%	99.57%	79.23%	74.00%	Yes
123	Commercial	14554	1.58%	99.92%	98.13%	98.16%	No
126	Commercial	2570	1.61%	99.86%	94.51%	89.40%	Yes
140	Commercial	7942	10.45%	100.00%	88.93%	91.43%	No
141	Commercial	705	51.79%	99.61%	94.95%	91.97%	Yes
280	Commercial	2931	54.80%	98.94%	91.38%	86.27%	No
286	Commercial	4262	0.78%	100.00%	71.20%	68.05%	No
151	Commercial	3978	3.09%	99.83%	96.63%	95.45%	Yes
291	Commercial	227	22.91%	100.00%	99.38%	98.77%	No
256	Commercial	3576	4.47%	100.00%	91.13%	90.75%	Yes
158	Transit	4919	4.44%	100.00%	89.90%	88.11%	Yes
133	Commercial	11375	7.88%	99.91%	77.88%	75.16%	Yes
273	Commercial	7096	0.88%	99.86%	89.13%	87.54%	Yes
234	Commercial	543	0.00%	100.00%	100.00%	100.00%	No
162	Commercial	12421	6.88%	99.71%	81.38%	77.30%	Yes
166	Transit	6396	9.72%	99.94%	85.05%	79.25%	No
167	Commercial	701	20.99%	99.86%	66.41%	81.93%	Yes
170	Commercial	307	27.44%	100.00%	98.13%	98.36%	Yes
235	Commercial	2713	8.57%	100.00%	88.46%	83.29%	Yes
274	Commercial	4	100.00%	100.00%			No
185	Other	262	0.75%	100.00%	53.67%	58.38%	No
035	Ambulance	1160	20.67%	99.85%	86.79%	79.69%	Yes
189	Transit	5893	21.44%	99.77%	79.95%	78.97%	Yes
190	Commercial	4853	27.92%	99.98%	89.70%	83.33%	Yes

	Exceeds Expectations	Meets Expectations	Needs Development	Unsatisfactory
Provider Complaint Free Percentage	99.82 - 100	= 99.81	99.80 - 99.71	= or <99.70
On Time Performance (A Leg PU)	> 90.0	= 90.0	80.1 - 89.9	= or < 80.00
On Time Performance (A Leg DO)	>95.0	= 95.0	85.1 - 94.9	= or <85.0

	Provider Type	Number of Trips	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)	Corrective Action Plan
GOAL			2%	99.81%	90.00%	95.00%	Yes/No
Provider #							
230	Private	682	0.00%	100.00%	94.31%	93.71%	Yes
220	Private	887	0.00%	100.00%	91.44%	88.83%	No
263	Private	628	0.00%	100.00%	77.84%	81.69%	No
237	Ambulance	134	19.48%	100.00%	98.72%	98.72%	Yes
041	Commercial	7717	9.45%	99.89%	74.18%	76.50%	Yes
292	Commercial	8	91.67%	100.00%			No
046	Ambulance	748	16.07%	100.00%	91.72%	88.37%	Yes
260	Commercial	1069	40.45%	100.00%	87.23%	87.80%	Yes
264	Commercial	180	111.59%	100.00%	94.64%	90.23%	No
047	Ambulance	627	5.14%	100.00%	94.05%	88.22%	Yes
221	Commercial	2242	2.93%	100.00%	91.29%	92.00%	No
051	Ambulance	482	8.00%	99.79%	97.88%	97.88%	Yes
265	Commercial	95	0.93%	100.00%	66.69%	66.69%	No
054	Commercial	3453	3.40%	99.97%	76.40%	75.48%	Yes
058	Commercial	3284	4.91%	99.94%	85.92%	81.42%	Yes
059	Commercial	4308	5.43%	100.00%	95.64%	95.29%	Yes
060	Ambulance	3136	32.60%	99.92%	77.72%	74.60%	No
222	Commercial	8949	1.94%	99.72%	92.86%	89.33%	Yes
275	Ambulance	197	29.86%	100.00%	91.67%	80.56%	No
071	Private	1708	0.00%	100.00%	99.77%	98.51%	No
073	Commercial	305	112.48%	100.00%	95.26%	81.58%	No
077	Commercial	4	0.00%	100.00%			No
255	Commercial	1423	13.14%	99.93%	97.35%	95.14%	No
079	Commercial	5101	1.53%	99.98%	96.79%	93.15%	Yes
081	Ambulance	14	0.00%	100.00%			No
083	Ambulance	665	60.20%	100.00%	96.76%	96.33%	No
295	Commercial	238	40.34%	97.48%	63.49%	61.90%	Yes
095	Ambulance	3300	33.24%	99.91%	81.00%	72.74%	Yes
165	Ambulance	4896	4.14%	99.98%	76.32%	70.59%	Yes
216	Commercial	14740	22.20%	99.76%	82.86%	74.89%	Yes
247	Commercial	2	0.00%	100.00%			No
249	Commercial	28446	1.01%	99.93%	89.49%	83.32%	Yes
106	Ambulance	472	64.10%	100.00%			No
108	Commercial	2	0.00%	100.00%			No
109	Ambulance	2	1200.00%	100.00%			Yes
110	Ambulance	1311	26.72%	100.00%	87.32%	82.85%	Yes
232	Ambulance	227	141.76%	99.44%	88.25%	69.95%	Yes
297	Commercial	2913	21.06%	99.95%	86.33%	71.42%	No
114	Commercial	8425	10.24%	99.81%	84.94%	79.37%	Yes
262	Ambulance	906	25.64%	99.58%	84.54%	81.14%	Yes
116	Private	3506	0.00%	100.00%	73.30%	93.69%	Yes

	Provider Type	Number of Trips	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)	Corrective Action Plan
GOAL			2%	99.81%	90.00%	95.00%	Yes/No
Provider #							
242	Commercial	1258	11.29%	99.92%	88.83%	83.91%	Yes
290	Commercial	196	0.00%	100.00%	92.26%	92.86%	No
121	Commercial	21294	8.41%	99.95%	92.89%	89.72%	Yes
122	Commercial	7244	0.87%	99.99%	94.99%	89.52%	Yes
227	Ambulance	6417	1.93%	99.77%	93.46%	91.11%	Yes
139	Ambulance	4557	4.05%	99.93%	91.02%	81.39%	Yes
213	Ambulance	71	13.89%	95.37%			Yes
142	Ambulance	248	11.86%	99.60%	96.43%	97.62%	Yes
271	Commercial	1363	7.32%	99.94%	96.35%	95.10%	No
281	Commercial	492	9.23%	100.00%	91.28%	79.98%	No
153	Commercial	1320	5.89%	100.00%	98.37%	96.69%	Yes
155	Ambulance	8391	5.20%	99.94%	81.28%	84.28%	Yes
299	Commercial	238	12.73%	99.74%	78.77%	75.34%	No
156	Commercial	27	77.78%	100.00%			No
159	Private	3085	0.29%	100.00%	63.33%	80.26%	Yes
160	Commercial	8541	13.34%	99.99%	86.20%	91.72%	Yes
169	Commercial	2100	0.44%	99.78%	80.03%	73.46%	Yes
276	Commercial	1741	5.58%	99.72%	62.18%	56.04%	Yes
175	Commercial	13601	27.29%	99.83%	91.78%	88.53%	Yes
288	Commercial	204	291.91%	100.00%	58.73%	49.68%	No
252	Commercial	507	3.28%	99.79%	76.07%	74.32%	Yes
229	Commercial	523	22.68%	100.00%	90.65%	90.43%	Yes
187	Transit	6037	2.86%	99.92%	96.34%	97.55%	Yes

	Exceeds Expectations	Meets Expectations	Needs Development	Unsatisfactory
Provider Complaint Free Percentage	99.82 - 100	= 99.81	99.80 - 99.71	= or <99.70
On Time Performance (A Leg PU)	> 90.0	= 90.0	80.1 - 89.9	= or < 80.00
On Time Performance (A Leg DO)	>95.0	= 95.0	85.1 - 94.9	= or <85.0

Volunteer Drivers

First Quarter SFY 2014 - 2015

July 2014 - September 2014

	Provider Type	Number of Trips	Provider Reroute Percentage	Complaint Free Percentage	On Time Performance (A Leg P/U)	On Time Performance (A Leg D/O)
GOAL			2%	99.81%	90.00%	95.00%
Provider #						
P 177	Volunteer	147	15.01%	100.00%	95.00%	90.37%
P 209	Volunteer	116	9.59%	100.00%	77.54%	76.17%
P 178	Volunteer	149	9.67%	100.00%	84.92%	82.07%
P 179	Volunteer	20	0.00%	100.00%	80.00%	80.00%
P 277	Volunteer	270	8.29%	99.67%	77.14%	59.63%
P300	Volunteer	58	6.90%	100.00%	93.75%	90.63%
P 181	Volunteer	138	3.03%	100.00%	87.51%	79.78%
P 182	Volunteer	148	9.34%	100.00%	90.23%	88.03%
P 195	Volunteer	178	3.98%	100.00%	79.45%	67.24%
P 183	Volunteer	127	4.69%	100.00%	96.08%	92.37%
P 184	Volunteer	167	0.61%	100.00%	69.41%	78.94%
P 215	Volunteer	86	17.76%	96.70%	49.62%	69.62%
P 205	Volunteer	110	12.11%	100.00%	99.17%	93.33%
P 210	Volunteer	100	13.90%	100.00%	94.85%	92.49%

	Exceeds Expectations	Meets Expectations	Needs Development	Unsatisfactory
Provider Complaint Free Percentage	99.82 - 100	= 99.81	99.80 - 99.71	= or <99.70
On Time Performance (A Leg PU)	> 90.0	= 90.0	80.1 - 89.9	= or < 80.00
On Time Performance (A Leg DO)	>95.0	= 95.0	85.1 - 94.9	= or <85.0

Broker Client: SC DHHS

Provider Payments
Days To Pay

Days From Invoice Submission To AP	Average Days	Number Of Trips Billed	Percent	Trips Denied	
0-30 Days	18	509,466	99.84%	5,065	
31-60 Days	42	825	0.16%	4	
61-90 Days	0	0	0.00%	0	
> 90 Days	0	0	0.00%	0	
	18	510,291	100.00%	5,069	

Provider Billing
Days To Invoice

Days From Date Of Service To Invoice Submission	Average Days	Number Of Trips Billed	Percent	Number Of Trips Denied
0-30 Days	11	464,053	90.94%	
31-60 Days	42	32,289	6.33%	
61-90 Days	72	8,538	1.67%	
91-120 Days	103	2,944	0.58%	
121-150 Days	130	1,070	0.21%	
> 150 Days	275	1,397	0.27%	
	15	510,291	100.00%	

Report Totals

Provider Payments
Days To Pay

Days From Invoice Submission To AP	Average Days	Number Of Trips Billed	Percent	Trips Denied	
0-30 Days	18	509,466	99.84%	5,065	
31-60 Days	42	825	0.16%	4	
61-90 Days	0	0	0.00%	0	
> 90 Days	0	0	0.00%	0	
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Provider Billing
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121-150 Days	130	1,070	0.21%	
> 150 Days	275	1,397	0.27%	
	15	510,291	100.00%	

South Carolina Department of Health and Human Services

Internal Complaints Report

Complaint Category	Mar 2014	Apr 2014	May 2014	Jun 2014	July 2014	Aug 2014	SFY 2013 Totals	SFY 2014 Totals	SFY 2015 Totals
Beneficiary	5	3	0	10	4	7	99	70	11
• Reservation	1	0	0	7	0	2	17	32	2
• Transportation	0	0	0	0	0	0	1	0	0
• Service Delivery	2	2	0	3	4	5	76	33	9
• Other	2	1	0	0	0	0	5	5	0
Transportation Provider	0	0	0	0	0	0	3	2	0
• Reservation	0	0	0	0	0	0	0	0	0
• Transportation	0	0	0	0	0	0	0	0	0
• Service Delivery	0	0	0	0	0	0	1	0	0
• Payment	0	0	0	0	0	0	1	2	0
• Other	0	0	0	0	0	0	1	0	0
Health Care Provider	2	0	0	0	0	0	13	6	0
• Reservation	1	0	0	0	0	0	6	2	0
• Transportation	1	0	0	0	0	0	1	1	0
• Service Delivery	0	0	0	0	0	0	6	3	0
• Other	0	0	0	0	0	0	0	0	0
Other Stakeholders	1	0	0	0	0	1	6	3	1
• Reservation	0	0	0	0	0	0	0	1	0
• Transportation	0	0	0	0	0	0	0	0	0
• Service Delivery	0	0	0	0	0	0	3	1	0
• Other	1	0	0	0	0	1	3	1	1
Totals	8	3	0	10	4	8	121	81	12



Summary of Reported Rider Injury and Incidents July - September 2014

At the request of members of the Transportation Advisory Committee, SCDHHS will prepare a quarterly summary of our review of all rider injuries and incidents reported.

Notification Process

The brokers are required to report to SCDHHS all occurrences of injuries and other incidents, including all accidents, as soon as they are made aware of an occurrence. Notification to SCDHHS is required for all accidents regardless of reported injuries, all reports of injury or possible injury to Medicaid members, and all incidents involving Medicaid members that are out of the ordinary. Once SCDHHS is notified of the initial occurrence, follow up communications between SCDHHS and the broker continue as needed until the situation is fully investigated and the appropriate action is taken.

Summary Analysis of Injury and Incidents

Summary of Reported Rider Injury and Incidents for April – June 2014 and July – September 2014 will be reported to the TAC Committee Members when the Department finalizes its new Policy and Procedures regarding Reported Rider Injury and Incidents. We appreciate your patience in this matter.

**Report of Meetings
As of December 2014
Transportation Broker Contract**

Agency / Broker

January 22, 2014	Agency meeting with Logisticare
February 19, 2014	Agency meeting with Logisticare
March 19, 2014	Agency meeting with Logisticare
April 16, 2014	Agency meeting with Logisticare
May 21, 2014	Agency meeting with Logisticare
June 18, 2014	Agency meeting with Logisticare
July 16, 2014	Agency meeting with Logisticare
August 20, 2014	Agency meeting with Logisticare
September 21, 2014	Agency meeting with Logisticare
October 15, 2014	Agency meeting with Logisticare
November 19, 2014	Agency meeting with Logisticare
December 17, 2014	Agency meeting with Logisticare - Scheduled

Agency / Broker Regional Meetings

August 12, 2014	Region 1 Quarterly Meeting - Greenville
August 13, 2014	Region 2 Quarterly Meeting - Columbia
August 28, 2014	Region 3 Quarterly Meeting - Florence
August 29, 2014	Region 3 Quarterly Meeting - North Charleston
December 9, 2014	Region 1 Quarterly Meeting - Greenville
December 3, 2014	Region 2 Quarterly Meeting - Columbia
December 4, 2014	Region 3 Quarterly Meeting - Florence
December 5, 2014	Region 3 Quarterly Meeting - North Charleston

Transportation Advisory Committee Meetings

December 12, 2013	Quarterly TAC Meeting
March 27, 2014	Quarterly TAC Meeting
June 26, 2014	Quarterly TAC Meeting
September 25, 2014	Quarterly TAC Meeting
December 11, 2014	Quarterly TAC Meeting - Scheduled

Logisticare / Healthcare Community Individual Meetings

September 3, 2014	Keystone Substance Abuse
September 10, 2014	Davita- Faber Place- Charleston
September 12, 2014	DCI- Azalea- Charleston
September 12, 2014	Davita- Charles Towne Ste D- Charleston
September 12, 2014	Davita- Faber Place- Charleston
September 12, 2014	Davita- N Charleston- Charleston
September 15, 2014	Aiken Barnwell Mental Health- Aiken
September 15, 2014	FMC- Atomic Road- Aiken

Logisticare / Healthcare Community Individual Meetings

September 16, 2014	DSI- Easley- Easley
September 18, 2014	Branco Adult Day Care- Manning
September 18, 2014	RAI Holly Hill Dialysis- Holly Hill
September 18, 2014	Total Comfort Adult Day Care- Holly Hill
September 18, 2014	Santee Adult Day Care- Santee
September 18, 2014	FMC- Manning- Manning
September 18, 2014	FMC- Lake Marion- Summerton
September 18, 2014	FMC- Lee County- Bishopville
September 22, 2014	FMC- Lugoff Elgin- Lugoff
September 22, 2014	FMC- Batesburg- Leesville- Batesburg
September 22, 2014	Davita- Gaston- Gaston
September 23, 2014	Lexington County Mental Health- New Alternatives- Lexington
September 23, 2014	FMC- Meadowlake- Columbia
September 23, 2014	FMC- Irmo- Irmo
September 24, 2014	New Horizon- Columbia
September 25, 2014	RAI Orangeburg Mall- Orangeburg
September 25, 2014	Davita- North Orangeburg- Orangeburg
September 25, 2014	FMC- Lexington- Lexington
September 26, 2014	Davita- North Orangeburg- Orangeburg
September 26, 2014	RAI Orangeburg Mall- Orangeburg
September 29, 2014	Children's Place- Aiken
September 29, 2014	US Renal Care North Aiken- Aiken
September 29, 2014	US Renal Care South Aiken- Aiken
September 29, 2014	Davita- Aiken Dialysis Center- Aiken
September 30, 2014	Carebridge Adult Day Care- Boiling Springs
October 1, 2014	DCI- Freemont- Spartanburg
October 1, 2014	DCI- Westside- Spartanburg
October 2, 2014	ARA- Spartanburg Dialysis- Spartanburg
October 2, 2014	DCI- East Spartanburg Dialysis- Spartanburg
October 6, 2014	ARA- Northeast Columbia Kidney Center Ste 136- Columbia
October 6, 2014	Independence House- Columbia
October 7, 2014	Young Adults Program- Columbia
October 8, 2014	FMC- N Charleston- North Charleston
October 8, 2014	Davita- Jedburg- Summerville
October 8, 2014	Davita- Faber Place Dialysis Center- Charleston
October 9, 2014	Carebridge Adult Day Care- Boiling Springs
October 9, 2014	Mountainview Adult Day Care- Spartanburg
October 10, 2014	Young Adults Program- Columbia
October 14, 2014	FMC- Rock Hill- Rock Hill
October 14, 2014	FMC- Chester- Chester
October 14, 2014	FMC- Fort Lawn- Fort Lawn
October 18, 2014	DSI- Pleasantburg- Greenville
October 30, 2014	FMC- Lower Richland- Columbia
October 30, 2014	New Horizons- Columbia
October 30, 2014	FMC- Lexington- Lexington
October 31, 2014	Davita- Gaston- Gaston
October 31, 2014	FMC- West Columbia- West Columbia
November 1, 2014	FMC- South Columbia Dialysis Center- Columbia
November 1, 2014	FMC- Columbia Dialysis- Columbia
November 7, 2014	FMC- Irmo- Irmo

Logisticare / Healthcare Community Individual Meetings

November 7, 2014	FMC- Newberry Dialysis- Newberry
November 7, 2014	FMC- Batesburg- Leesville- Leesville
November 7, 2014	FMC- Meadowlake Dialysis Center- Columbia
November 11, 2014	Active Day of Liberty- Liberty
November 11, 2014	Davita- Greenwood- Greenwood
November 11, 2014	FMC- Pendleton- Pendleton
November 11, 2014	Davita- Pendleton- Pendleton
November 15, 2014	FMC- Columbia- Columbia
December 1, 2014	US Renal Care of Barnwell Dialysis Center- Barnwell
December 1, 2014	Polly Best Center- Barnwell
December 1, 2014	Triple E Adult Day Care- Barnwell
December 1, 2014	US Renal Care of Aiken- Aiken

Agency / Other Stakeholder Meetings

March 4, 2014	TASC Conference – Myrtle Beach
May 1, 2014	Interagency Meeting – SCDHHS, ORS, SCDHEC, SCDOT, Logisticare - Columbia
June 4, 2014	Interagency Meeting – SCDHHS, ORS, SCDHEC, SCDOT, Logisticare - Columbia
July 16, 2014	Interagency Meeting – SCDHHS, ORS, SCDHEC, SCDOT, Logisticare - Columbia
August 13, 2014	Interagency Meeting – SCDHHS, ORS, SCDHEC, SCDOT, Logisticare – Columbia
August 21, 2014	Piedmont Health Foundation – Greenville
September 23, 2014	Interagency Meeting – SCDHHS, ORS, SCDHEC, SCDOT, Logisticare, OAG – Columbia
October 15, 2014	Interagency Meeting – SCDHHS, ORS, SCDHEC, SCDOT, Logisticare, OAG – Columbia
November 4, 2014	Interagency Meeting – SCDHHS, ORS, SCDHEC, SCDOT, DSS, SCDDSN - Columbia
December 09, 2014	Interagency Meeting – SCDHHS, ORS, SCDHEC, SCDOT, DSS, SCDDSN - Columbia
December 17, 2014	Interagency Meeting – SCDHHS, ORS, SCDHEC, SCDOT, Logisticare, OAG – Columbia-Scheduled

Agency / Logisticare / Other Stakeholder Meetings

February 1, 2014	TAC Transportation Provider Sub Committee - Columbia
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Program Review Site Visits

February 7, 2014	SCDHHS and Logisticare Unannounced - Charleston
March 24, 2014	SCDHHS and Logisticare Unannounced - Seneca
April 22, 2014	SCDHHS and Logisticare Unannounced - Florence
April 23, 2014	SCDHHS and Logisticare Unannounced – Sumter
June 12, 2014	SCDHHS and Logisticare Unannounced-Greenville

August 7, 2014	SCDHHS and Logisticare Unannounced-Williamsburg/Kingstree
August 19, 2014	SCDHHS and Logisticare Unannounced-Columbia
September 9, 2014	SCDHHS and Logisticare Unannounced-Anderson
October 17, 2014	SCDHHS and Logisticare Unannounced-Myrtle Beach
November 12, 2014	SCDHHS and Logisticare Unannounced-Orangeburg
November 21, 2014	SCDHHS and Logisticare Unannounced-Cherokee